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Applicant
Robert R.BUSHEY et al

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Group
2642

U.S. PATENT DOCUMENTS

[illegible]

FOREIGN PATENT DOCUMENTS

[illegible]

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

wp		1	KELLNER, A. et al., "PADIS – An Automatic Telephone Switchboard and Directory Information System", Speech Communication, October 1997.
wp		2	CARPENTER, B. et al., "Natural Language Call Routing: A Robust, Self-Organising Approach", Lucent Technologies Bell Laboratories, 1998.
wp		3	"Lucent Technologies Announces Trial of Natural Language Call Routing Technology", press release, December 3, 1997.
wp		4	RICCARDI, G. et al., "A Spoken Language System for Automated Call Routing", IEEE International Conference on Acoustics, Speech, and Signal Processing, AT&T Bell Labs, 1997.

EXAMINER

Bill Deane

DATE CONSIDERED

26 May 04

*EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.